

Since last month's ECF upgrade, users are reporting problems with viewing PDF documents in ECF and seeing an error message stating, "The file is damaged and could not be repaired." The AO is aware of this bug but no word has been given yet as to if or when they will fix it.

The work-around is to uncheck "Add Headers to PDF Documents" which can be found under "Maintain Your Account." See the below screen shot.

Thanks for your patience and we apologize for any inconvenience this may cause.

The screenshot shows the 'Maintain User Account' page in the ECF system. The page has a blue header with the ECF logo and navigation links: Civil, Criminal, Query, Reports, Utilities, and Logout. The form itself is on a light blue background and contains various input fields for user information. At the bottom, there are two buttons: 'Email information...' and 'More user information...'. The 'Add Headers to PDF Documents' checkbox is currently unchecked.

Maintain User Account	
Last name	First name
Middle name	Generation
Gender	ATY Type
Title	Type
Bar number	<input type="checkbox"/> Add Headers to PDF Documents
Prisoner id	
Office	
Unit	
Address 1	
Address 2	
Address 3	
City	State Zip
Country	County
Phone	Fax
Initials	DOB
AO code	End date
Civil ref style	Criminal ref style
Date sworn	Status

Email information... More user information...